

## **CHIEF EMERGENCY TELECOMMUNICATIONS DISPATCHER**

### **A. SUMMARY**

The Chief Emergency Telecommunications Dispatcher is to supervise and assist in directing the operations and personnel of the Brookline Public Safety Dispatch Facility and to perform all the duties of an Emergency Telecommunications Dispatcher. The work is performed under the supervision of the Police and Fire Departments.

Subject to the provisions in the Brookline Police Department Rules and Regulations Manual section covering Policies and Procedures, the Chief Emergency Telecommunications Dispatcher has the primary responsibility for the initial deployment of law enforcement personnel and equipment.

### **B. GENERAL DUTIES AND RESPONSIBILITIES**

It is the duty and responsibility of the Chief Emergency Telecommunications Dispatcher to:

1. Performs all duties of a Emergency Telecommunications Dispatcher; answers and dispatches emergency rescue and response personnel for Emergency 9-1-1 calls; answers telephone lines – emergency and non-emergency – other than the 9-1-1 lines; triages all medical calls to see if A.L.S. is needed.
2. Answer and respond to all Police, Fire and EMS radio transmissions; monitors all radios for the Department of Public Works; uses computer terminal to converse with Police cruisers, monitors Fire Digitizer System for fire alarms, monitors Police Digitizer System for burglar alarms, Monitors BAPERN and Mutual Aid (fire) cities and towns specifically Boston, Newton and Metro Fire and dispatches response personnel and apparatus as needed. Monitors prisoners and Police Station on closed circuit monitors.
3. Enters all applicable calls into the Computer Aided Dispatch system; operates NCIC/CJIS computer system and administers tests for employees to be certified on this equipment.
4. Supervises the work of all Emergency Telecommunications Dispatchers; assists in interviewing and hiring new personnel; provides training and instruction; allocates personnel; plans, coordinates, assigns and reviews work activities; maintains standards; acts on employee problems; evaluates performance reviews and evaluations and recommends transfers, disciplinary action and discharges as appropriate.
5. Routinely review all 9-1-1 and non-emergency calls received to ensure proper handling and service provided by Emergency Telecommunication Dispatchers.

6. Assists in training all Emergency Telecommunications Dispatchers in the operation of all Public Safety Communications equipment including radios, telephone systems, computer systems, TDD and others in accordance with recognized standards and practices.
7. Assists in maintaining the day to day operations of the Brookline Public Safety Dispatch Facility; assists in scheduling personnel to ensure proper coverage of all shifts, assigns overtime shifts, and hires P/T employees to fill vacant shifts; assists in preparing and maintaining payroll and budget; ensures compliance with all Town personnel policies and practices. Assists in developing, recommending, implementing, training and monitoring all new Standard Operating Procedures for Emergency Telecommunication Dispatch staff.
8. Ensures all Emergency Telecommunication Dispatchers fully understand and comply with current Brookline Police and Brookline Fire policies and procedures.
9. Maintains all required records of Public Safety Communications activities including CPR, EMT, EMD and Public Safety Dispatch certification records for all Dispatch personnel.
10. Maintains all equipment in the Dispatch Facility and arranges for maintenance and repair as needed; purchases goods and supplies needed for the operations of the Communications Center.
11. Accesses and teaches employees how to enter emergency information on the Reverse 9-1-1 system.
12. Maintains confidentiality regarding access to all Public Safety information; refers legal questions to the appropriate personnel; notifies Police and Fire Chief of all major incidents.
13. Mediates problems between the Police and Fire departments concerning communications; handles complaints from the public and other departments and ensures proper resolution.
14. Perform any other duties as assigned by the Chief of Police, Commanding Officer of the Patrol Division or the Commanding Officer-Platoon on Duty.